



JOB DESCRIPTION

Position Title: **Senior Coordinator**

Working Area: **Solid Waste Contracts Management**

Class Code: 5311
2002

Exempt

EEO Code: 02

Effective Date: August 30,

Major Function

Provides supervisory, administrative, and program management functions for the Solid Waste Franchise Collection Contract, Scale Management Computer System, Solid Waste Customer Service Team and Solid Waste Administration.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Administration of the Solid Waste Franchise Collection Contract to ensure compliance, to include interacting with franchise collection firms to resolve customer service issues.

Performs supervisory functions for the Solid Waste Technician Team, and assigned administrative personnel to ensure quality of customer service, assessment of charges, monthly invoicing, and tracking of different classifications of solid waste.

Supervises the functions performed by the Scale Management Team including supervision of personnel, implementing standard procedures, supervision cash management, automated scale management systems, and assuring compliance with regulatory guidelines and financial considerations. Coordinates activities of the scale management computer system, system hardware/software upgrades, training, maintenance, and systems procedures.

Plans, coordinates, and supervises operational activities of assigned personnel to enhance team performance and service delivery.

Updates ordinances and procedures that affect the Solid Waste Management Division's activities. Interfaces with local municipalities in maintaining relationships and interlocal agreements.

Assists in administrative functions for the division to include monitoring budget expenditures and assisting the Solid Waste Manager with budget system input and cost controls.

Receives, responds to, and resolves citizen inquiries, and complaints regarding solid waste collection programs.

Reviews and recommends hiring, termination, disciplinary and/or commendatory actions for assigned team members. Prepares performance evaluations for assigned personnel.

Coordinates with MSBU Office on issues related to the residential mandatory solid waste collection program.

Supervises the non-exclusive franchise/Certificates of Public Convenience Program regulating commercial haulers.

Performs other duties as assigned or as may be necessary.



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Page 2

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Management

Minimum Qualifications

Considerable knowledge of Federal, State, and local laws, regulations, processes and procedures related to solid waste management programs. Possesses knowledge of accounting, local government, management, customer service, data management systems, and environmental management.

Ability to organize work, analyze data, and prepare complex reports. Ability to work with coworkers, customers, and contractors to achieve a high level of customer service with efficient control of solid waste related activities. Ability to communicate effectively both orally and in writing. Ability to effectively supervise subordinate personnel. Ability to develop effective written policies, procedures, and ordinances.

Bachelor's Degree in Business Administration, Public Administration, Environmental Science, or a related field, with two (2) years experience in the area of contract management, public policy, or other similar experience.

Must possess a valid Florida Driver's License.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Working Conditions

The work environment for this position is generally an office setting with some fieldwork. Most duties are performed while sitting at a desk, table or workstation. This position has regular exposure to radiant and electrical energy found in an office environment. Duties performed outside the office may require prolonged standing or walking.